



 coaccess.com	 medicalplan.com	 rmhp.org	 kaiserpermanente.org	 coloradochoicehp.com
Phone Numbers	888-214-1101 or 303-751-9021	800-700-8140 or 303-602-2100	800-346-4643	303-338-3800 or 800-632-9700 TTY 303-338-3820	800-475-8466 or 719-589-3696
What counties are CHP+ health plans in? <i>*State Managed Care Network is the health plan for pregnant women in every county.</i>	Adams, Alamosa, Arapahoe, Bent, Boulder, Broomfield, Clear Creek, Conejos, Costilla, Crowley, Custer, Denver, Douglas, Elbert, Fremont, Gilpin, Huerfano, Jefferson, Kiowa, Larimer, Lincoln, Logan, Mineral, Morgan, Otero, Park, Phillips, Prowers, Pueblo, Rio Grande, Saguache, Washington, Weld and Yuma	Adams, Arapahoe, Denver and Jefferson	Archuleta, Delta, Dolores, Eagle, Garfield, Grand, Gunnison, Hinsdale, Jackson, Lake, La Plata, Mesa, Moffat, Montezuma, Montrose, Ouray, Pitkin, Rio Blanco, Routt, San Juan, San Miguel and Summit	Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas and Jefferson	Alamosa, Baca, Bent, Chaffee, Cheyenne, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Kit Carson, Las Animas, Mineral, Otero, Prowers, Rio Grande, Saguache, Washington and Yuma
How do members get medical care?	<ol style="list-style-type: none"> 1. Call Colorado Access and choose a PCP 2. Make an appointment with the PCP 3. Present Colorado Access ID card to PCP at the appointment 	<ol style="list-style-type: none"> 1. Call Denver Health Medical Plan (DHMP) and choose a PCP 2. Make an appointment with the PCP 3. Present the DHMP ID card to PCP at the appointment 	<ol style="list-style-type: none"> 1. Call Rocky Mountain Health Plans (RMHP) and choose a PCP 2. Make an appointment with the PCP 3. Present the RMHP ID card to the PCP at the appointment 	<ol style="list-style-type: none"> 1. Call Kaiser Permanente and choose a PCP 303-338-4477 or TTY 303-338-4448 2. Make an appointment with the PCP 303-338-4545 or TTY 303-338-4428 3. Present the Kaiser Permanente ID card at the appointment 	<ol style="list-style-type: none"> 1. Call Colorado Choice Health Plans and choose a PCP 2. Make an appointment with the PCP 3. Present the Colorado Choice Health Plans ID card to the PCP at the appointment
What hospitals can CHP+ members use?	<ul style="list-style-type: none"> • Avista Hospital • Centura facilities • The Children's Hospital • Longmont United • McKee Medical Center • Medical Center of Aurora • Medical Center of the Rockies • National Jewish • North Colorado Medical Center • Platte Valley Medical Center • Poudre Valley Hospital • Presbyterian/St. Luke's Medical Center • Saint Joseph Hospital • San Luis Valley Regional Medical Center • Sky Ridge • St. Mary Corwin Hospital • Swedish Medical Center • University of Colorado Hospital • Plus many more 	<ul style="list-style-type: none"> • The Children's Hospital* • Denver Health Medical Center • University of Colorado Hospital* <p><i>* Certain other services may be provided only if not offered at Denver Health Medical Center. Prior authorization from Denver Health Managed Care is required for all services except emergency and urgent care. Emergency and urgent care covered at nearest facility.</i></p>	Any participating RMHP hospital. Call Customer Service at 800-346-4643 for a list or to check if a specific hospital is participating.	<ul style="list-style-type: none"> • The Children's Hospital • Exempla Good Samaritan Medical Center • Exempla St. Joseph's Hospital 	<ul style="list-style-type: none"> • Any Colorado Choice Health Plans hospital participating in the network. • Call Customer Service at 800-475-8466 for a list or to check if a specific hospital is participating.
What pharmacies can CHP+ members use?	<ul style="list-style-type: none"> • Albertsons • Kmart • King Soopers • Medicine Shoppe • Rite Aid • Safeway • Target • Walgreens • Wal-Mart • Plus many local pharmacies 	<ul style="list-style-type: none"> • Albertsons • Denver Health • Kmart • King Soopers • Rite Aid • Safeway • Walgreens • Plus many local pharmacies <p>Call 303-602-2100 for more participating pharmacies.</p>	Any participating RMHP Pharmacy. Call Customer Service at 800-346-4643 for a list or to check if a specific pharmacy is participating.	Kaiser Permanente pharmacies are available in all Kaiser Permanente medical offices. Mail order is also available.	Any Colorado Choice Health Plans pharmacy participating in the network. Call Customer Service at 800-475-8466 for a list or to check if a specific pharmacy is participating.
What special services are available to CHP+ members?	<ul style="list-style-type: none"> • \$150 toward glasses or contacts per benefit year • Reduced co-payments for prescriptions • More than 200 over-the-counter medicines like vitamins & Tylenol, with a prescription • Health care education programs like Safe T. Tiger • Food for Shots - get a \$10 grocery certificate & a chance to win a \$250 gift card when children are up to date on shots before age 2 • Customer Service staff speak many languages, including Spanish 	<ul style="list-style-type: none"> • No co-payments for covered visits and prescriptions • Many over-the-counter medicines at no cost, with a prescription and filled at a Denver Health pharmacy • \$150 toward eyeglasses or contact lenses per benefit year • \$0 copay for 40 outpatient visits per benefit year for physical, occupational & speech therapy • \$0 copay for 30 outpatient mental health visits per benefit year • Healthy Heroes Club to help kids learn healthy habits • Nurse Advice line available 24 hours • Quarterly member newsletter • Health coaches available for kids with chronic diseases, call 303-602-2164 • Customer Service staff speaks many languages, including Spanish, Vietnamese, Cambodian, Russian • Interpreter services and many bilingual providers 	<ul style="list-style-type: none"> • Health education and case management for pregnancy, asthma, diabetes, heart disease and other chronic conditions • Quarterly member newsletter • \$50.00 toward eyeglasses • A covering doctor when the primary doctor's office is closed • Spanish speaking customer service staff • Interpreter services 	<ul style="list-style-type: none"> • Nurse advice line at 303-338-4545/after hours at 303-861-3434 (TTY 303-338-4428 or visit kp.org) • Interpreter services, Spanish speaking customer service staff, and many bilingual providers • Access to many case management programs • Personal health evaluation & screening • Member newsletter once you have registered on kp.org • Access to smoking cessation, women's health, diet & nutrition and stress management classes • Access to secure member Web site, kp.org. Members can create a personal health assessment; email doctors; order prescription refills; make appointments; and get health information 	<ul style="list-style-type: none"> • Care Management programs specialized towards children that include asthma, diabetes, high blood pressure, and other chronic conditions • Access to secure Member Web site enables Members to select a PCP, view claims history & roster of participating providers, order a new ID Card and much more • Health education materials available for over 5000 different topics on health related conditions & procedures • Customer Services phones answered by a person, not a machine, access to Spanish speaking customer service staff and interpreter services • \$50 towards eyeglasses
What if my child needs special care?	The PCP provides a referral to specialty care.	The PCP provides a referral to specialty care.	Members may make an appointment directly with any participating RMHP specialist without a referral. Present the ID card at the time of service.	Each member's PCP will help coordinate timely access to specialty care, making sure the member sees the right specialist for his/her unique needs.	Members may make an appointment directly with a Colorado Choice Health Plans specialist participating in the network without a referral. Present your ID card at the time of service.
How do members get mental health services?	Members can go to any mental health provider that is in our network of mental health providers. Members can verify that their provider is in our network by contacting our Customer Service department.	Members can self-refer to a mental health provider in the DHMP Network. A DHMP clinical psychiatric nurse is available for questions and appointments at 303-602-8270.	Members may make an appointment directly with any participating RMHP mental health provider without a referral. Present the ID card at the time of service.	Members may access mental health services by contacting the Kaiser Permanente mental health office closest to their home. Visit kp.org, to see the Facility Directory.	Members may make an appointment directly with a Colorado Choice Health Plans mental health provider participating in the network without a referral. Present your ID card at the time of service.